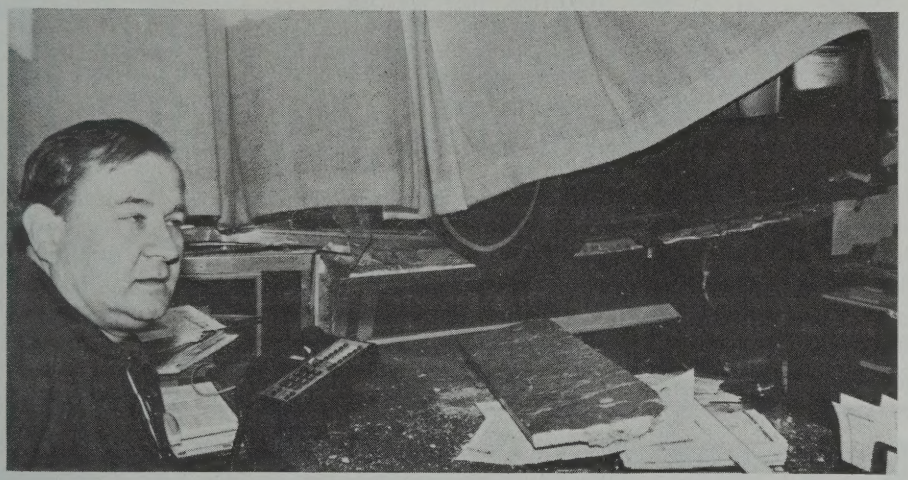
Motor Vehicle Services
TALE LITE

JANUARY 1991 VOL. 17 NO. 8 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

CAR TROUBLE



Ronald J. Suback at his desk after car crashed through window (background).

Just another quiet day at the office?

It wasn't meant to be for Ronald J. Suback, manager of the Credit Union. He was working at his desk early on January 4 when a car suddenly crashed through the window of his new office on the first floor of 25 S. Montgomery St.

Bits of glass and debris sprayed everywhere, covering the top of his desk and floor. The startled Suback looked up to see two front tires and the grill of a car protruding through the window and into his office.

"My mind went blank. It took me a few minutes to know what happened," said Suback, who was just beginning to work on a payroll.

Customer Service Representative Tina Bussell had been talking with Suback moments before and was leaving the office when the window caved in. She and other employees in the outer office dived for cover.

Luckily no one was hurt. The driver told police he lost control of the car when it hit a patch of ice on S. Montgomery.

Photos by George Robinson

CDL skills test begins at 16 sites

By Maureen A. Sczpanski

The new year was barely two days old, but MV people had already started giving the commercial driver license (CDL) skills test to truck and bus drivers at 16 locations around the state.

An estimated 75,000 people still need to take the skills (road) test, which is required for all new truck and bus drivers. Drivers with less than two years behind the wheel experience and/or poor driving records must also take the test. For all other drivers applying for a CDL the skills test will be waived.

Sites offering the CDL skills (road) test are located in: Trenton (Bakers Basin), Cape May, Eatontown, Edison (Kilmer), Lodi, Newton, Mays Landing, Miller Air Park, Rahway, Ran-

(Cont. on Page 5)

Phone directory available on 5520

The updated MVS Telephone Directory that was recently distributed to MV people is now also available on the IBM 5520 system. Office Automation Specialist Dolly Brett facilitated transmitting the document through all centers in the system.

To call up the directory on your word processor, request "use," type MVS TELEPHONE DIRECTORY and push "enter."

With this expanded service, those needing a phone number can either refer to the paper directory or use the 5520 system for reference or a printout. The directory will be kept up to date on the 5520 system.

PERSONNEL TIPS

by Ed Besko

Sick leave is an important benefit that should be used wisely. Because you can't guarantee an accident or illness-free life, you should use your sick time only for these emergency situations.

Calling in sick when you're not really ill is not advisable because you might need your sick leave for the purpose it was intended.

If all your sick time is used, you may have to take vacation and administrative leave, and after that face the unpleasant prospect of being docked.

Good health to all!

* * *

If you have an HMO health plan, any referrals to hospitals and specialists must be made by the primary physician before getting the medical services.

* * *

MV people who are thinking of retiring within the next three years should call Employee Services at (609) 292-6161 to be scheduled for a two-day retirement program.

Shell letter review comes to an end

The review of more than 1,200 shell letters the division mails to customers—a project that began in March 1989—is finished.

The letters used by many areas were reviewed and in some cases rewritten or removed from the system as obsolete.

Edyth Hetman, of the Communications Office, has turned over the letters for entry into the 5520 system. As head of the Forms Analysis Committee for Shell Letter Review, she coordinated the project.

Other people who worked on the project were Arlene Davison, of the Special Assistance Office; Ruth Gadson, of Driver Control Services; Lora McQueen, of the ISM Correspondence Center; Sharon McMullen, of Special Titles in Special Services; Frieda Patten, of the Technical Support Unit; and George Robinson, of the Communications Office.

Dolly Brett, of Office Automation Systems, provided technical advice and Katherine Ziolkowski, of the Communications Office, supplied clerical assistance.

Photo by George Robinson

EYE ON SAFETY—Walking to your car in the lot next to 25 S. Montgomery St. is safer than it used to be, thanks to a television camera watching your every move—and the moves of those who happen to be around you. The picture is monitored at the reception desk in the lobby. Above, Security Guard Druza Phillips keeps an eye on what's going on outside. The monitor also can be switched to views of the underground parking garage and of the first-floor Credit Union office.

THE TALK AT MVS

Denise Goddard, secretarial assistant 3 in the Communications Office, agrees that honesty is the best policy, but it can be a bit mystifying. A bank mistake added $8,000 to her financial statement recently. After the initial shock and excitement, Denise notified the bank of the error, ending her brief encounter with wealth. "If the $8,000 isn't mine, then whose is it? And what happens to the money now?" she asks.

✔

Dawn Carucci Chmielewski, of the Data Base Correction Section, has announced her engagement to **Michael Novak**, an employee of Haldeman Ford. They are planning a November 1991 wedding. She is the daughter of **Joan C. Carucci**, of the Surcharge Section.

✔

Lois Helmlinger, supervisor 2 in the Data Base Correction Section, is a first-time grandmother to Kyle Matthu Solakian, son of her daughter, Jody.

✔

Danielle Stallard, daughter of SSR3 **Mary Stallard**, of the Certified Unit in the Data Output Section, celebrated her third birthday January 14. Danielle is the granddaughter of **Olimpia (Dolly) Brogle**, CSIS in the Telephone Center.

What do **Beatrice Simon**, support services representative 1 in the Revenue Administration Section, and **Marge Meyers**, customer service information specialist 2 in the Telephone Center, have in common? They share the same birthday—January 4.

✔

Kathy Foley, support services representative 2 in the Special Plate Unit, has announced her engagement to **Kevin Purdy**. A summer wedding is planned.

✔

Telephone Center Manager **Lois Rishko's** son, **Sean**, has been accepted at the University of West Virginia. He is a senior at Princeton Day School.

✔

CSIS 3 **Elizabeth Johnson** of the Telephone Center is a grandmother for the fourth time. Her new grandson, **Timothy William Walsh**, was born Christmas Eve.

✔

Debbie Frisch, support services representative 3, has returned to the Surcharge Section after a three-year absence. She was away helping her husband, **the Rev. Allan Frisch,** pastor of the New Testament Baptist Church in Hamilton Township.

Excerpts from 1990 division annual report

Editor's note: The following excerpts come from the division's 1990 annual report.

Despite severe economic constraints, Motor Vehicle Services continued in 1990 to provide service to the state's 5.4 million motorists.

The division maintained its volume of more than 26 million transactions, while operating with a loss of personnel and drastic cutbacks in operating hours during the summer months.

Throughout the year, the division's workload also continued to increase—in July alone MVS met and served more than one million customers. Despite fewer employees working fewer hours, the division was still able to meet its legislative mandate and "hold the line."

Besides maintaining daily operations, such as license and registration renewals, driver conferences, vehicle inspections and driver testing, MVS was charged with several new programs that touched virtually all of the 3,000 employees. In 1990 the division:

- Unveiled new, reflectorized license plates for issuance in 1991.
- Started testing the state's 350,000 bus and truck drivers to comply with the federally-mandated Commercial Motor Vehicle Safety Act of 1986.
- Began collecting additional registration fees mandated by the Fair Automobile Insurance Reform Act of 1990.

Besides working on these major initiatives, Motor Vehicles was occupied with a number of other programs, which are highlighted below.

- The division continued to monitor state and private inspection centers through covert audits to make sure that safety and emission standards were being met.
- The Telephone Center, inundated with calls related to the cutback in operating hours, higher registration fees and other new programs, answered an average of 14,000 to 15,000 calls daily.
- The Alternate Motorcycle Oper-

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DIRECTOR'S MESSAGE

Charting the course for MVS

There are strong winds blowing across the bow of state government these days and leadership has charted a course that is taking the Division of Motor Vehicles through some choppy seas. In the last issue of the *Tale Lite*, I said that our most important goal will be to minimize the effect of these perilous times on the work force, and I will simply say that it is our obligation to stay the course until we reach calmer waters.

COL. PAGANO

There have been conflicting statements made regarding our inspection program; however the Governor's Management Review Commission clearly recommends the retention of safety standards although directing the program differently than it has been managed in the past. The implementation phase of the commission recommendations will be critical to the safety and emission standards that must be met in order to meet the needs of the people of this state.

Paramount in the implementation phase will still be the welfare of the work force; this is clearly stated in the commission findings. There are a multitude of questions that cannot be answered at this point, but I have made it clear in the past that the welfare of our people is uppermost in my mind. It is the individual employee whose motivational needs must be met to achieve the productivity required by the mission of our division.

These may sound like lofty words but in plain English, I want to convey the message that nothing is clear other than the Governor has accepted the recommendations of the commission. Public debate and legislative actions will give the Governor the final configuration of the system that will be adopted.

The current budget crisis is a separate issue and as I have said, it is our responsibility to stay the course since I clearly believe that the only way to survive difficult times is to *work* your way through the period.

The response to the [December] "FYI" message about ideas for cost-saving changes brought a variety of responses. There has been some cynicism and a few snide remarks, but both were overshadowed by a multitude of valid suggestions that will be clearly reviewed and implemented as soon as possible.

We have to maintain a determined spirit and work in a coordinated way to reach the course we have set for ourselves. While we serve the public, so must we see to the needs of the individual members of our team. I assure you that these points will be underscored at every opportunity. In meetings with our unions, they have seen the difficulties that we are encountering. I am convinced that they will do what has to be done to assure that their positions are clearly understood. Ultimately, both management and the work force share common goals.

Keep working and stay healthy.

Sincerely,

Clinton L. Pagano

Col. Clinton L. Pagano
Director

PROFILE

Eleanor Kuhn

- **Job description:** As supervisor of the Cash Control Unit on the 6th floor of 137 E. State St., she keeps track of all the division's financial records.
- **Experience:** She began as a clerk in 1943 in the old Auditing and Accounting Section when Motor Vehicles was a department (MV became a division in 1947). "Two days after graduating from Cathedral High School, I was hired with a group of women to replace men going to war. I earned $1,080 a year, with a take-home pay of $42.20 twice a month."
- **Amusing memories:** "My office was on the first floor of the old State Office Building and the floor mat at the entrance said S.O.B. It cost $11.60 to register a Chevrolet in 1943 because a Chevy had 29 horsepower. The registration fee was based on the horsepower of the vehicle."
- **First duties:** "We had 156 motor vehicle agencies in those days and I was in charge of balancing the ledgers for 39 of them, from Port Norris to Wyckoff."
- **Professional accomplishment:** "I was the first woman picked to serve on the board of directors of the New Jersey Law and Public Safety Credit Union. I also was one of the original members of the Internal Employees Awards Committee."
- **Personal accomplishment:** The $1,000 William Kuhn Scholarship, presented annually to a deserving high school athlete. The scholarship is financed with money raised in a golf tournament held every September at Peddie Golf Course in memory of her late husband, who was treasurer of the city of Trenton.
- **Plans:** "After 48 years, I'm going to retire in the spring. But I'll keep busy because I enjoy dining out and traveling."

This sketch, made in 1943, shows Eleanor Kuhn's first office. She is the figure at the lower right, with her back to the artist, co-worker Francis Conway.

Here's where we've moved

The new year finds two more MVS offices in new locations.

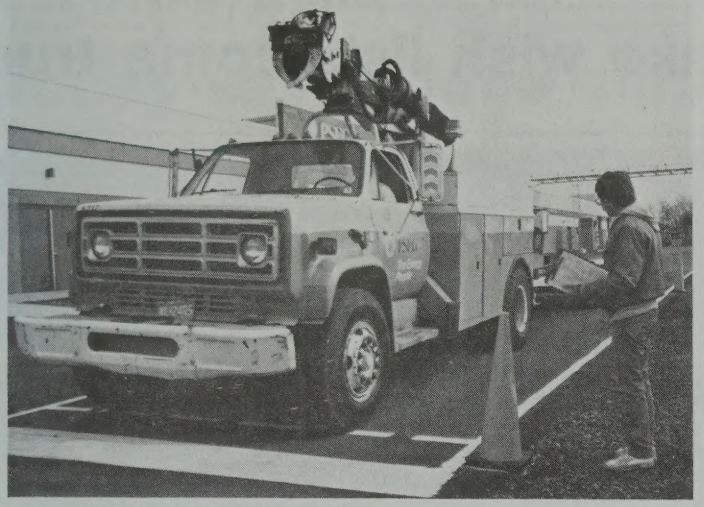
The Credit Union has moved from the sixth floor to the first floor of 25 S. Montgomery St. and the Legal Services Office went from the seventh floor to the sixth floor of 25 S. Montgomery.

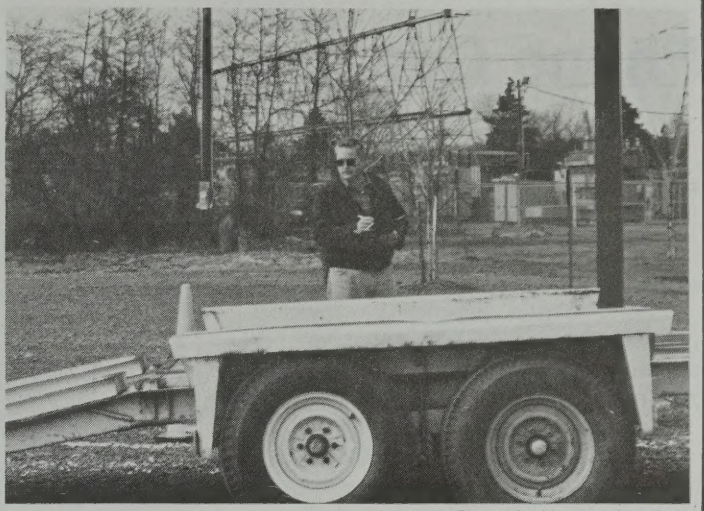
Look for more moves in coming months.

Don't forget to use right caller number

Here's a New Year's resolution for central office people—use the right caller number (CN) when sending interoffice mail. And don't forget to write your own CN in the return address.

Placing the CN on internal mail will speed its sorting and delivery. If you don't know the CN of the person you're mailing to, check the MVS "Caller Numbers" brochure.





Photos by Maureen Sczpanski

MV people used a PSE&G truck to learn how to administer the basic skills portion of the CDL road test.

CDL skills test begins at 16 sites

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dolph, Salem, Secaucus, Vineland, Washington, Wayne and Winslow. The test is administered by safety specialists specifically trained for this job.

Based on criteria set by the federal government, the skills test consists of three sections: pre-test inspection, basic skills and road testing.

During the pre-test inspection, the driver takes the safety specialist administering the test on a detailed "trip" around the vehicle, pointing out a long list of items and explaining their use. Everything, from the windshield wipers and horn to the clutch and parking brake, is checked during this portion of the test.

The basic skills section of the test consists of four maneuvers designed to evaluate the driver's judgment and control behind the wheel. For instance, the driver must stop the vehicle at a predetermined point (a special course at each site makes testing easier) and back the vehicle in a straight line. In addition, the driver must be able to back into an alley and make a measured right turn (usually around a cone).

The final portion of the test takes place on the road, where 12 maneuvers are tested on a course plotted in advance by MV people. Skills tested during the road exam include left and right turns, driving and stopping on a downgrade and upgrade, driving over a railroad crossing and through urban and suburban areas and expressway driving. Proper use of the brakes, clutch and gears is also checked.

According to Technical Support Supervisor Kathi Jaworski, the test leaves less room for judgment calls and is more accurate than the previous articulated/bus test.

"The people administering the test have to watch everything the driver is doing," she said. "They have a score sheet that they're working from that has a detailed list of items."

Because this test is different from the articulated/bus road test, safety specialists attended a special four-day training program.

Training for all safety specialists 1 started in mid-November and will continue until June 1991, Jaworski said. Field Monitors Ken Hinton and Joe Vasil are heading up the training effort. Both employees attended an intensive two-week class in Appleton, WI to learn how to administer CDL road tests. They're being joined by fellow Field Monitors Rich Mason and Herb Horner in this eight-month training effort.

The four-day sessions are being held at PSE&G's (Public Service Electric and Gas) Edison headquarters. The company is supplying trucks and conference rooms, as well as space in its lots for practice in administering the test. About 15 safety specialists are being trained every week.

Appointments for the skills tests can be made at any of the 16 CDL sites and at all motor vehicle agencies. Drivers must successfully complete the general knowledge/endorsement tests before signing up for a road test. They can practice during the 20-day waiting period allowed before the road test.

Numbers highlight CDL effort

For the past three months, division people have been implementing the Commercial Driver License (CDL) program. Just about all of MVS' 3,000 employees are involved, but did you know exactly *how much* work has gone into this effort? The numbers below will give you just a glimpse of how broad the scope of this program really is.

For instance, did you know that since October 17 when CDL testing began:

- 16 testing sites opened.
- 500 new terminals brought automated testing to MVS for the first time.
- 231,000 drivers received letters asking them to come in and be scheduled for a CDL test.
- 10,567 drivers were tested through the group testing program.
- 46,550 drivers were scheduled for CDL tests.
- 396 employees will be trained to administer the skills (road) test.
- 1,300 employees were trained to administer the CDL program.
- 19,169 phone calls were answered by the CDL Transfer Group.
- 1,615 pieces of correspondence were received about the CDL program.

And to think that the program will run through April 1, 1992. Phew!

Phone Center people make wish lists come true

By Maureen A. Sczpanski

Thanks to caring employees at the Telephone Center, 46 young boys are dressed a little warmer and smiling a little wider than before.

Phone Center people sponsored a gift and clothing drive this past holiday season for residents of The Children's Home in Mount Holly.

Youngsters between the ages of 10 and 16 live at the home, a shelter for abused children. Manager Lois Rishko's people took on the challenging task of buying presents for the 46 residents.

With a little organization and a lot of dedication, Phone Center employees purchased three new gifts for each child and put together special "cottage packages" with games and snacks for each of the houses the boys live in.

The 12 supervisors' groups each bought presents for three or four boys, she explained. Among the presents were jeans, sweaters, shirts, underwear and socks.

"It was easy to shop since the home sent us their names, ages and sizes," Rishko said. "I called the home and also asked for a 'wish list' containing all of the items the boys would love to receive if they could. The list included big items, like sports equipment and video games.

> ***"Don't forget us. We're here all year long."***

"The wish list presents were both practical and fun," she said. "One of the items on the list was a soccer goal post. Although we couldn't come up with one, we did get a local store to donate two expensive soccer balls and some other sports equipment."

Rishko went to local merchants in the Mount Holly area on weekends to solicit their help in the gift-giving drive.

"I wrote letters to several large companies in the area, asking if they'd like to help us," she said. "The response was overwhelming, with McDonald's and Wendy's giving us food certificates, K Mart donating $150 (which was spent on fishing gear, also on the wish list) and Jamesway providing candy."

Thanks to an altruistic "stranger," the Phone Center was also able to buy a Nintendo video game. Gwen Davis, supervisor 3, was working at her part-time job in a local department store and overheard customers discussing the boys' home. The customers, Frank and Debbie Collepardi, of Mercerville, wanted to help a local children's organization and ended up purchasing the Nintendo for the boys.

Lois Rishko helps a boy with his gift at The Children's Home.

The Phone Center conducted the used clothing drive for the home. Headed up by Rita Taylor, supervisor 3, the drive netted several carloads of used clothing, as well as toys and games.

All of the presents were delivered on Tuesday evening, December 19 by Rishko, her husband, and seven Phone Center employees. (Making the trip were Elaine Blake, coordinator; Eileen Bernhardt and Gloria Norman, both operations analysts 3; Rita Taylor, Wendy Williams, Don Fell and Anthony Naputano, supervisors 3.)

"The boys were grateful for the presents, but one thing they said really struck us," Rishko said. "As we were leaving they said, 'Don't forget us, we're here all year long.' When we heard that, we decided to try and visit at least once a month, not just on holidays. We'll try and bring a package with items the boys need at that time.

Anthony Naputano (right), of the Telephone Center, talks with a resident of the home.

"It's nice to know that in troubled times people are still willing to give," she continued. "It's a nice morale booster, too."

Rishko added special thanks to Linda Warren and her people in Data Base Corrections for putting the Phone Center in touch with the home. Warren's area has worked with that organization and local charities before.

Jacqueline Gonzalez thinks of revising application

Money-saving idea wins state suggestion award

Motor Vehicle Services is looking for a few good money-saving ideas. Jacqueline Gonzalez came up with one that was so good it earned her a state suggestion award last month.

Col. Clinton L. Pagano, director, presented the award at a brief ceremony in his office attended by Hedy Ciernak, acting chairperson of the Law and Public Safety Department Awards Committee, and Ms. Gonzalez' supervisor, Yvonne Dawkins-Edwards.

Ms. Gonzalez, customer service information specialist 2 in the Business License Compliance Unit, won $300 for her suggestion to revise the application for emergency lights to require the applicant to enclose a copy of the agreement with the auto dealer when the vehicle is leased.

Photo by George Robinson

Col. Clinton L. Pagano, director, presents a certificate and a check to Jacqueline Gonzalez for her award-winning suggestion, as Yvonne Dawkins-Edwards (left), her supervisor, and Hedy Ciernak (right) acting chairperson of the Law and Public Safety Department Awards Committee, look on.

The suggestion would cut down on unnecessary paperwork and phone calls that have to be made by MV people trying to get a copy of the lease.

The award for a winning suggestion can range from $25 to $10,000, figured at 10% of the first year's net savings. When the benefit is intangible, as was the case with Ms. Gonzalez' suggestion, the award is based on such things as how effective the solution is, the probability of the problem actually happening and the ingenuity of the solution.

If you have a money-saving idea, submit it to the New Jersey State Employees' Awards Program, Department of Personnel, 600 College Rd. E., Princeton, NJ 08540. You can get suggestion forms from Kati Watson, of the Human Resource/Organizational Development (HR/OD) Office, CN 162. Her office phone is 984-9895.

Suggestions considered for an award are those that could result in more economy and efficiency or improved services to the public. The idea may also be one that promotes safety or other benefits to employees. The suggestion should be either new or original, or propose a new application of an old idea.

The New Jersey State Employees' Award Program will acknowledge receipt of your suggestion and forward it to the appropriate department awards committee for evaluation and recommendation.

This committee will get advice from the manager or supervisor in the division who would best know how your suggestion can be applied. The State Awards Committee will then notify you of its decision.

If you need help with the suggestion form, you can ask to work directly with your own or other supervisors and someone from the Department Awards Committee on the development of your suggestion.

The State Employees' Award Program also honors people for heroism (act of bravery), professional achievement (contribution to a specific field or profession), community service (outstanding acts beyond the duties of an employee's position) and exceptional service (outstanding acts of public service). Nominations for these awards can be submitted to the address already given.

Excerpts from annual report

(Cont. from Page 3)

ators Skill Test (Alternate MOST) started at 11 sites throughout the state.

- Inspection stations opened in Winslow Township, Mays Landing and Southampton. In addition, people working at all inspection stations and driver testing centers got new uniforms for the first time in almost eight years.
- The Parking Offense Adjudication Act was implemented, increasing the number of license suspensions related to parking violations.
- Installation of laser printers began in all Motor Vehicle agencies, replacing the slower impact printers.
- Redesigned title documents were introduced, allowing MVS people to process them through laser printers. The new documents also conform with the federal Truth in Mileage Act of 1986.
- The Vehicle Sub-System Enhancement Project was completed in 1990, and the new software needed for these changes was installed in the agency system. As part of the project, title and registration software was redesigned in an effort to reduce errors, streamline processing and enhance capabilities.
- A pilot program with Kodak helped the division investigate ways to cut microfilming expenses. Designed to test the microfilming of title documents by new rotary cameras provided at no expense to the division, the pilot could help MVS ultimately save as much as $500,000.

Working under the constraints of a prolonged budget crisis, Motor Vehicles will continue to implement new programs and provide services to all New Jersey motorists.

THE MAILBAG

The following excerpts from letters to the division complimented MVS people.

Compassionate . . .

The people at the Cherry Hill Motor Vehicle Agency are very cooperative. Supervisor Roseanna Rosa worked unbelievably hard to help me get my vehicle registered.

Her efforts went beyond the normal call of duty and I doubt that I would have my vehicle registered without her work. She was understanding, compassionate and as creative as possible.

John W. Black
Medford Lakes

Consideration . . .

The employees at the Wyckoff Motor Vehicle Agency were anxious to help me. When a glitch arose, they suggested I do an errand while they resolved it. It would probably have been easier for them to ignore me and just let me wait in the waiting area. I appreciated their consideration of my time. Things are better at MVS!

Kristin Lehmann
Norwood

Remarkable

As new president of the New Jersey Lumbermen's Association, I commend David Kronen (supervisor 3, North Plainfield CDL Test Center). Thanks to his cooperation, the lumber company drivers have experienced a remarkable pass rate.

His ability to get us through the paperwork requirements has eased the pre-test tension so our drivers can adequately demonstrate what they know.

E. Dennis Rittenhouse
Toms River

Impressive

(We) represented the New Jersey Automobile Full Insurance Underwriting Association in a case involving insurance fraud. Joseph DeAngelis (supervising research analyst) was able to take the somewhat complex regulations and explain them to the jury and the court.

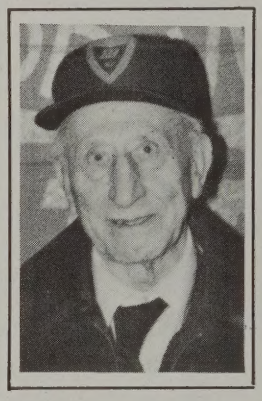
(His testimony) was an enormous benefit to both the jury and the judge in understanding what the law was in this area. It helped unmask an individual who was wrongfully claiming insurance coverage.

Richard P. Cushing
Gebhardt & Kiefer, Clinton

World War II hero serves on the inspection lanes

Bill Guglielmo came home from World War II a hero. Today he's a safety specialist 2 who has worked all the lane positions at the Paramus Inspection Station. Nothing too unusual, right? Wrong.

Guglielmo turned 79 on December 5 and says he'll keep right on working "until the good Lord tells me to stop."



BILL GUGLIELMO

He joined MVS after a 30-year career as a mechanic at a Cadillac dealership in Totowa. For about 20 years he ran his own auto repair shop in Garfield while managing a garage in Hackensack.

"Some of the safety specialists would bring me their cars to repair, and they got me interested in working for Motor Vehicles," he said. He's been at the Paramus station about a year and a half.

For his war service Guglielmo received the bronze star and a commendation from President Roosevelt. His home town of Passaic held a parade in his honor.

He was a shipfitter third class aboard the aircraft carrier *Franklin* when the ship was hit by Japanese bombs and kamikaze planes. Burning and listing badly, the ship was about to slide under the waves when Guglielmo volunteered to go below decks to rescue men trapped in the boiler room.

Through dense smoke, he inched his way down and persuaded the men to form a human chain. He then led out eight survivors. The crew managed to save the *Franklin*, which was later towed back to port. Of the 3,300 men aboard, only 704 lived through the attack.

Paramus Supervisor Jerry Jagger describes Guglielmo as one of his best workers who can be counted on to give motorists friendly, reliable service.

Four in Personnel work on snow day

Janet Bauer, Rose Day, Ethel Dixon and Barbara Louis, all of the Personnel Operations Section, were commended by Col. Clinton L. Pagano, director, for working during the snow emergency day on December 28, when most state workers had a day off.

The four came in to prepare the division's payrolls and deliver them to the Treasury's centralized payroll operation. This assured that all MVS people were paid on time.

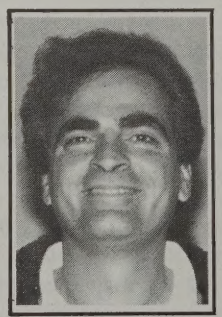
TALE LITE

State of New Jersey
Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Col. Clinton L. Pagano
Director

Tale Lite is printed monthly for people like Frank C. Lombardy, safety specialist 1 in the Mobile Inspection Team, Central District, as a forum for information, ideas, comments and concerns.



Employees are invited to share their stories, opinions and anecdotes by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 7th floor, 25 S. Montgomery St.

Tale Lite Staff: Editor: George W. Robinson; Editorial Assistant: Maureen A. Sczpanski; Contributors: Edyth Hetman, Debbi Hutton; Editorial Consultant: H. Arthur Smith III; Communications Office Manager: Patricia M. Summers. Printed by Jules Caruso and the staff of Motor Vehicle Services Print Shop.